aws marketplace

HPE Zerto Software

Reviews, tips, and advice from real users

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Contents

Product Recap

HPE Zerto Software

HPE Zerto Software Recap

Zerto is used for disaster recovery, business continuity, data migration, and ransomware recovery, providing continuous data protection and near real-time replication. Valued for ease of use, efficient failover processes, and versatile integration, it enhances organizational efficiency, reduces errors, and boosts productivity.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I find it easy to use, and the UI is really easy to navigate. We reduced our time with backups from days to less than half an hour for the same data service."

David Riberdy

Enterprise data management supervisor at a insurance company with 1,001-5,000 employees

✔ "The dashboarding shows recovery point objectives and recovery time objectives, indicating seconds or minutes remaining, which is useful."

Proby Patel

Tech Lead, Storage and Data Protection at a energy/utilities company with 10,001+ employees

✔ "The feature I appreciate the most about HPE Zerto Software is its fantastic replication and advanced problem-solving capabilities."

Verified user

Assistant Senior Engineer at a transportation company with 10,001+ employees

✔ "The features I have found most valuable in HPE Zerto Software are the replication using the virtual VPGs."

Verified user

Senior Enterprise System Administrator at a healthcare company with 10,001+ employees

✔ "The feature I appreciate the most in HPE Zerto Software is the move or the failover buttons."

Verified user

Senior Converged Infrastructure Engineer at a educational organization with 1,001-5,000 employees

✔ "One of the most valuable features of Zerto is its straightforward cost model."

Sachin Vinay

Assistant Manager-Networks at Amrita

✔ "I appreciate the real-time nature of Zerto. It continuously copies data, maintains synchronization, and allows rapid recovery of key systems."

Nii-Nii Armar

Director of Disaster Recovery at BrightSpring Health Service

What users had to say about valuable features:

"The contextual help and simulation of HPE Zerto Software are the most valuable features. HPE Zerto Software's continuous data protection or CDP is critical for our organization because it allows us to recover within seconds to minutes, and the journal allows us to pick a point-in-time recovery. The journal allows us to recover from a point in time before an event occurred.."

Verified user   Read full review ↗
IT Architect at a hospitality company with 5,001-10,000 employees

"Near-synchronous replication is an extremely powerful feature because it's like a mirror environment with almost real-time replication. Everything in my production environment is mirrored in the Zerto environment. I want the two to be as close as possible.

If you have a disaster, we don't want your data to lag too far behind. You don't want to be an hour or two days behind. When you recover an environment in Zerto, the data is current.."

Wendy B   Read full review ↗
Wintel Administrator at a financial services firm with 5,001-10,000 employees

"The feature of HPE Zerto Software that I appreciate the most is the ability to pick and choose what to fail over and when to failover. It is really easy to build a new zone and add servers, as well as remove them.

An example of how the features of HPE Zerto Software have benefited my organization was when we lost a circuit. We have a primary circuit from Salt Lake over to Portland and a backup one that runs through several different sites. We actually lost the main one and had to failover. Because most of the servers are in Salt Lake City, we had to replicate those back over to Portland because that is where they make the money. I had a few minor hiccups, but it was not our fault. It was just bandwidth, but we now have a larger pipe. That was a happy accident when we discovered why it was not going any faster – we were maxed out.."

Steve Hanline   Read full review [↗]
Systems Administator at Cambia Health Solutions

"One advantage of HPE Zerto Software is that it helps in provisioning, becomes easy, much faster, and it also stores historical information. It's good; I won't say it's excellent, but it's meeting some requirements, though for other requirements, I have to rely on other software as well.

There has been a significant impact from using HPE Zerto Software because our provisioning times have reduced drastically. The time to complete the exercises has come down, and we were able to identify and cross-check the RTO and RPO values as well. Using HPE Zerto Software has helped us in reducing the RTO and RPO values.

Overall, it still requires reliance on other software for manual work such as cross-checking and validations, which takes additional time, but the runbook execution is quicker. The 20% challenges relate to reliance on other software for cross-checking the logs. After implementation, the recovery times have improved by approximately 50% to 60%.."

Trinath K
Architect at a manufacturing company with 10,001+ employees

Read full review ↗

"The features I appreciate the most about HPE Zerto Software are the automated failover and orchestration, and then the journal for point-in-time recovery.

I don't use HPE Zerto Software directly; it's used by my team, however, they're very complimentary of it.

It's easy to use and does what it says.

HPE Zerto Software has impacted my RTOs or RPOs, and the recovery speed has improved significantly compared to other disaster recovery solutions I've used; it's been really good. An example is that our snapshots were only every 15 minutes, but with HPE Zerto Software replication, our recovery times are in seconds, not minutes.

The solution has helped to reduce my organization's DR testing. I do not know by how much. We haven't reallocated the time saved to other tasks; it just allows us to do more DR testing and recovery, enabling us to go faster in that space.

I am currently using a cyber vault solution for immutable data copies to ensure recovery from a cyberattack. We have multiple solutions: we use Commvault, Cloud MRR, and we also use safe mode on all of our pure storage. When considering a cyber vault solution, cost is probably the most important factor first, and then simplicity to implement.

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Steve Adams   Read full review ↗
General Manager, Information Technology & Innovation at a engineering
company with 5,001-10,000 employees

"The failover test option in HPE Zerto Software is the most valuable at this point since we can validate that things are going to come up, that the data is valid, and then tear it back down without having to interrupt the users.

It's extremely easy to use HPE Zerto Software.

Our first failover test went flawlessly. We failed over our entire data center, approximately 200 VMs in half an hour - very fast. This last fast failover, we ran into a couple of hiccups. Working with support, we found we need to do more testing in between our main failovers since we've actually had an 11% failure rate of things not coming up. They advised us to test, validate, and then resync if needed, so we're learning from it.

We haven't experienced any ransomware yet with HPE Zerto Software. Regarding time savings, it has definitely been beneficial. Once we've got it set up and can manage it, it really is a time saver.

We haven't had a situation where we've had to use it to reduce downtime. Comparing it to our other failover solution, the speed is notable. We used to schedule an eight-hour day to do this, and now we're scheduling a half an hour, which saves us significant time on weekends.

Regarding RTOs and RPOs with HPE Zerto Software, we can look at it and know exactly where every VPG is regarding recovery time. The speed to move it over and bring it up is extremely efficient for us.

The solution has helped reduce our organization's DR testing. Previously, we would isolate our DR and test in a defined bubble just to validate the data was there and users could access it. Now we can fail it over to our backup data center and actively run there. We can fail it back and run both locations in an active-active mode with HPE Zerto Software, which we hadn't been able to do before.

It has allowed us to trim the team down and focus on other tasks without constantly worrying about disaster recovery. We know it's there and we can

validate and test it through our monthly procedures..''

Sean Schaffer
System Administrator at a financial services firm with 201-500 employees

Other Solutions Considered

"We used Veeam as our previous solution and we switched to HPE Zerto Software to ensure that we had a mutable backup, as well as synchronous replication.."

Verified user   Read full review ↗
IT Architect at a hospitality company with 5,001-10,000 employees

"I have personally used Veeam before selecting HPE Zerto Software, but having only been with the company for five years, I am not sure what solutions were used before that.."

Steve Hanline   Read full review ↗
Systems Administator at Cambia Health Solutions

"Regarding ease of use and recovery speed, I recall IBM being used previously, but I wasn't there then, so I didn't get a chance to compare HPE Zerto Software with that. I think HPE Zerto Software was better compared to IBM, as the RTOs and RPOs are improving continuously, with the ability to execute exercises becoming quicker.."

Trinath K   Read full review ↗
Architect at a manufacturing company with 10,001+ employees

"We tested one product for two or three months, but I can't think of the name of it. Zerto was easier for us to dive into and pick it up quickly. The leadership of the disaster recovery team made the final decision along with management. I don't know if cost played a factor, but Zerto was more efficient and easier to use. It was exactly what we needed.."

Wendy B
Wintel Administrator at a financial services firm with 5,001-10,000 employees

Read full review ↗

"I haven't looked into options apart from HPE Zerto Software yet, but before the license renewal, we shall start that activity within six months. We typically refer to Gartner's quadrant to identify market leaders for comparison, focusing on the leaders part. There are no specific security examples that made me decide to switch solutions; my main concerns are around costing and compatibility with different environments.

Currently, our team has implemented another solution because HPE Zerto Software couldn't be expanded to that environment, so capability is a restricting factor. A unified solution would be a good bet for future comparisons.."

Trinath K
Architect at a manufacturing company with 10,001+ employees

Read full review ↗

"We previously used a site recovery manager from vCenter. It's effective, but it requires a lot of manual steps, especially when we deal with databases and so forth. Zerto is quicker, more efficient, and easier on the eyes. I'm a huge fan.

We started using Zerto because vCenter required more steps to failover our environment. Zerto does all the steps that we would normally need to do manually, reducing our recovery time and procedure steps. Something that previously took 45 minutes takes Zerto 10 minutes.

The other solutions are still in place. We use vCenter and NetBackup for our legacy systems.."

Wendy B
Wintel Administrator at a financial services firm with 5,001-10,000 employees

Read full review ↗

ROI

Real user quotes about their ROI:

"I have seen return on investment with HPE Zerto Software as it is affordable and definitely prevents us from needing to purchase other similar software.."

Verified user   Read full review ↗

Manager, Technology at a agriculture with 1,001-5,000 employees

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"I can't speak of return on investment with HPE Zerto Software. My understanding is it has provided value through helping with our disaster recovery testing.."

Verified user   Read full review ↗

Senior Converged Infrastructure Engineer at a educational organization with 1,001-5,000 employees

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"I have seen an ROI with HPE Zerto Software through faster recovery. We are getting closer to the five nines. Having the confidence that if something happens, our documented steps will work is invaluable.."

Steve Hanline   Read full review ↗

Systems Administrator at Cambia Health Solutions

"I have seen a return on investment with HPE Zerto Software, though it's difficult to quantify as our business is not IT-based. The company will certainly see the value if we encounter issues with ransomware or similar problems.."

Verified user
IT Manager at a retailer with 201-500 employees

"Customers have definitely seen a return on investment from HPE Zerto Software. They can automate their DR testing, test it more often, and in a worst-case scenario, they could have a help desk person literally hit a button to help them come back over or come up in the cloud or in another site if they need to.."

Jordan Willard
Solutions Architect at a tech consulting company with 501-1,000 employees

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"I have seen an ROI on HPE Zerto Software based on estimates of what it would cost us to recover from ransomware. That was the whole use case for getting it - determining what it would take if we had to recover, how much it would cost us, and what our man-hours would be. That's what justified this whole project. This project is just to see how it works. If we it, then we'll expand on it.."

Verified user
Information Technology at a energy/utilities company with 51-200 employees

Use Case

"We have two data centers, so we use HPE Zerto Software for site recovery. We fail over, run out of one data center, then we fail back and run out of the other, and we do failover testing. ."

Sean Schaffer   Read full review ↗
System Administrator at a financial services firm with 201-500 employees

"Our main use cases for HPE Zerto Software are primarily to provide our customers with their DR solutions and to facilitate migrations, either from on-prem to the cloud or data center to data center migrations.."

Jordan Willard   Read full review ↗
Solutions Architect at a tech consulting company with 501-1,000 employees

"Currently, my main use case for HPE Zerto Software is for failover. We have a site in Salt Lake City and another data center in Oregon. We fail over from this site to that site, verify, and fail things back. This is its main purpose as of today.."

Steve Hanline   Read full review ↗
Systems Administator at Cambia Health Solutions

"My main use case for HPE Zerto Software is to move VMs from one place to another. We implemented HPE Zerto Software to solve the challenge of moving workloads from on-premises to the cloud.."

PankajAgrawal
Functional Consultant at a tech consulting company with 10,001+ employees

Read full review ↗

"We use Zerto for our disaster recovery procedure and testing to ensure our servers and virtual machines can failover from a production environment if there's a catastrophe. We have a disaster recovery test twice a year and use Zerto to recover the environment.

We have two environments for Zerto. One is for the US, and the other is for Europe. We updated one last week to version 9.0, and the other still uses version 8.5 but I will update that today or tomorrow.."

Wendy B
Wintel Administrator at a financial services firm with 5,001-10,000 employees

Read full review ↗

"I use HPE Zerto Software for planning disaster recovery and for provisioning the CIs, especially during the exercise phase. We use HPE Zerto Software to protect VMs in our environment. Regarding HPE Zerto Software for disaster recovery, minor challenges exist, but it meets the requirement at approximately 80%. We do not look into HPE Zerto Software for incident downtimes; we only use it for crisis situations. HPE Zerto Software is saving time, especially with RTOs and RPOs being reduced for business-level applications, which has brought down recovery time. Most often, support issues are handled internally; if we require anything, we raise a case, and the operational team follows up.."

Trinath K
Architect at a manufacturing company with 10,001+ employees

Read full review ⧉

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"Setup was extremely fast, and we had the system up and running within a couple of days. Our biggest hold-up was getting the network configured correctly. For training, we were able to take some online courses that got us up to speed very quickly.."

Sean Schaffer   Read full review ↗

System Administrator at a financial services firm with 201-500 employees

"The deployment model for HPE Zerto Software is that we have two data centers that are basically stacked as one in diverse locations. When we rebuilt and built the HPE Zerto Software system, we built it the same way. We have it stretched across two data centers, so we have high availability across two data centers times two, essentially.."

Verified user   Read full review ↗

Information Technology at a energy/utilities company with 51-200 employees

"Deploying HPE Zerto Software was pretty streamlined, but there have been some challenges with the support organization. There were instances where additional resources were needed to address cases, and the time to bring them on was longer than expected.."

Verified user
Architect at a tech vendor with 10,001+ employees

Read full review ↗

"In an on-prem environment, when it was the Windows deployment, it was pretty easy to deploy. Now, once it went over to Linux, it's still been pretty easy on the on-prem side. Once you start getting involved with the public clouds, it gets a little clunky. Again, I don't fall down totally on the HPE side. It's the public cloud that may be at issue.."

Jordan Willard
Solutions Architect at a tech consulting company with 501-1,000 employees

Read full review ↗

"My experience with pricing, setup, costs, and licensing for HPE Zerto Software has been positive. The installers were knowledgeable and completed the installation correctly the first time. When we upgraded from VMware 6 to version 7, we needed to install a new agent. When it did not work initially, technical support quickly resolved the issue with specific instructions in just one call.."

Steve Hanline   Read full review ↗

Systems Administator at Cambia Health Solutions

"Zerto is user-friendly. When I set this up six or seven years ago, I knew nothing about Zerto. It was relatively straightforward to go from the vCenter SRM to the Zerto environment. It's intuitive, so I can log onto Zerto and figure it out without having to take a class or official training. I can log on and navigate through the screens. If I get stuck, Zerto support is always available.

There were two of us who set it up. I'm in the US, and the other guy is in the Philippines. He initiated it, and I finished it. We completed it in one day, but I don't remember how many hours it took. We did a quick check the following day to ensure everything was in line.."

Wendy B   Read full review ↗

Wintel Administrator at a financial services firm with 5,001-10,000 employees

Customer Service and Support

"I evaluate the technical support for HPE Zerto Software as okay, about average. On a scale of one to ten for technical support/customer service, I would give them a seven.."

Steve Adams   Read full review ↗
General Manager, Information Technology & Innovation at a engineering company with 5,001-10,000 employees

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"I haven't checked the technical support part for HPE Zerto Software; I need to talk to my team about it. Most often, support issues are handled internally; if we require anything, we raise a case, and the operational team follows up.."

Trinath K   Read full review ↗
Architect at a manufacturing company with 10,001+ employees

"The customer support I received from HPE Zerto Software has been very good. I haven't had any complaints about the support we receive. I would rate it a nine or ten. When I ask them a question, they give me a very quick response.."

Sean Schaffer   Read full review ↗
System Administrator at a financial services firm with 201-500 employees

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"I would evaluate customer service and technical support for HPE Zerto Software as good. Any case I've opened, they've been very responsive. I would give them a ten out of ten. They're very responsive and knowledgeable. They've helped me with all my issues.."

Mark Munson   Read full review ↗
System Engineer at a hospitality company with 5,001-10,000 employees

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"I would evaluate customer service and technical support for HPE Zerto Software as exceptional. They listen first, then ensure they understand the problem before providing multiple solution alternatives. Having been in computing for almost 35 years, they are one of probably two or three companies that truly listen first.."

Steve Hanline   Read full review ↗
Systems Administator at Cambia Health Solutions

"I rate Zerto support nine out of ten. It's excellent overall. We've only had one issue in the past six or seven years. I think the person was maybe new to the team.

They prioritize calls based on severity. If the issue is affecting our environment and we can't get anything done, they'll escalate the ticket and help us immediately. If we just have general questions or a concern that isn't severe, they still respond quickly.."

Wendy B   Read full review ↗
Wintel Administrator at a financial services firm with 5,001-10,000 employees

Other Advice

"HPE Zerto Software's recovery speed is very fast and reliable compared to the disaster recovery solution we used before. I would rate HPE Zerto Software overall as a ten; it is a fantastic product.."

Verified user
IT Architect at a hospitality company with 5,001-10,000 employees

Read full review ↗

"The solution has not helped to reduce downtime in any situations.

The advice I would give to other organizations considering HPE Zerto Software is to do it. If you need a good recovery product, HPE Zerto Software is fantastic.

I rate HPE Zerto Software a nine out of ten. ."

Mark Munson
System Engineer at a hospitality company with 5,001-10,000 employees

Read full review ↗

"HPE Zerto Software helps in provisioning, making it easy and faster, and it also stores historical information. It's good but not excellent, as it meets some requirements while requiring other software for additional functionalities. I use a solution for disaster recovery in the cloud, but that's specific to the cloud environment. I don't get into the pricing layer for HPE Zerto Software and haven't gathered much information from the vendor. I would rate HPE Zerto Software as 8 out of 10.."

Trinath K
Architect at a manufacturing company with 10,001+ employees

"My advice to another organization considering HPE Zerto Software is to get a good contact within the account team to ensure a quick path to escalation exists.

Potential customers should be aware that Zerto does not support all hypervisors in the market. So, depending on your footprint, Zerto may or may not be a fit for your long-term virtualization strategy.

I would rate HPE Zerto Software a seven out of ten.."

Verified user
Architect at a tech vendor with 10,001+ employees

"The advice I would give to other organizations considering HPE Zerto Software is to think about your use case. For us, it didn't make sense until we had the hardware and the desire in place. We had a solution that was workable, but the cost was justified when the business decided they needed a more guaranteed recovery

time.

A little bit better communication stood out in my evaluation process of HPE Zerto Software. We tried to get more information from the sales team and we had to do a lot of research on our own. The implementation has been very good though.

I rate HPE Zerto Software ten out of ten.."

Verified user   Read full review ↗

Information Technology at a energy/utilities company with 51-200 employees

"HPE Zerto Software is important to my organization because when performing replication, both systems remain functional during failover until the final switch. This results in virtually no downtime.

HPE Zerto Software has helped reduce downtime by at least 25% through faster recovery. For instance, if we lose an image, we can quickly recover it and power the VM back on, which is much better than retrieving a golden image that could take hours.

The solution has impacted my RTOs and RPOs significantly, saving me approximately two hours per day. It has also reduced our DR testing frequency from every other month to twice a year.

Regarding Cyber Vault solutions, the most important capability would be the ability to isolate a server immediately after a ransomware attack to investigate the incident.

My advice to other organizations considering HPE Zerto Software is to consider its ease of integration. It integrates seamlessly with various networks and works especially with HP infrastructure. The support from both HP and HPE Zerto Software teams is excellent.
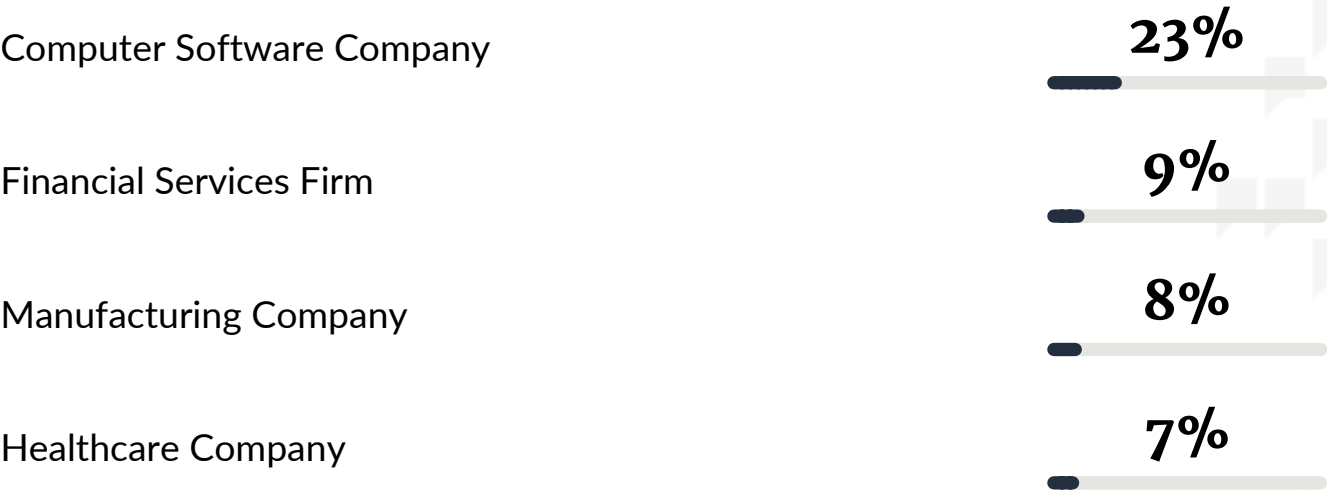
I rate HPE Zerto Software 10 out of 10.."

Steve Hanline
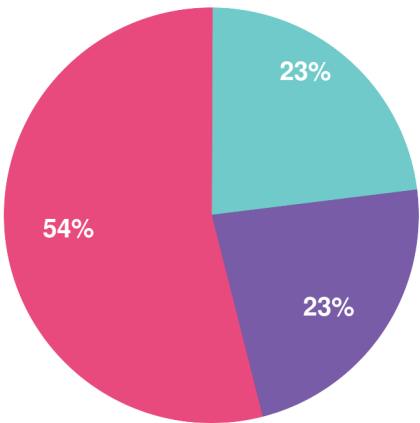Systems Administator at Cambia Health Solutions

Read full review ↗
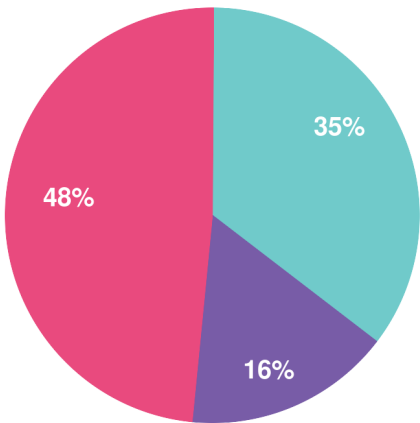
Top Industries
by visitors reading reviews

Computer Software Company
23%

Financial Services Firm
9%

Manufacturing Company
8%

Healthcare Company
7%

Company Size
by reviewers

by visitors reading reviews

23%

23%

54%

35%

16%

48%

● Large Enterprise　　● Midsize Enterprise　　● Small Business

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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944